

ABSTRACT

Computerized method and system for training service personnel to service selected equipment. The method allows to provide a database for storing respective training modules for training service personnel to service respective assemblies of selected equipment. The method further identifies the present qualifications of a service personnel available at the service site for servicing the assembly. The method also correlates the present qualifications of the service personnel to predefined qualifications needed to service that assembly to determine whether or not the present qualifications of the service personnel meet the predetermined requirements. In the even the predefined qualifications for servicing the assembly are unmet by the present qualifications of the service provider, the method identifies one or more needed training modules that upon completion by the service personnel would enable the service personnel to meet the predefined qualifications relative to that assembly. An input/output device for communicating with the database is provided. The method allows to communicate the needed training modules from the database to the input/output device for access by the service personnel set to perform the service.

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